



PROVIDER REPORT FOR

**The Michael Lisnow Respite
Center, Inc.
112 Main Street
Hopkinton, MA 01748**

March 12, 2015

Version

Provider Web Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	The Michael Lisnow Respite Center, Inc.
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Review Dates	2/2/2015 - 2/5/2015
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Service Enhancement Meeting Date	2/25/2015
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Survey Team	Mark Boghoian
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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	2 location(s) 5 audit (s)	Full Review	65 / 71 2 Year License 02/25/2015 - 02/25/2017		
Residential Services	1 location(s) 3 audit (s)			Full Review	14 / 14 Certified
Respite Services	1 location(s) 2 audit (s)			No Review	No Review

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	1 location(s) 3 audit (s)	Full Review	45 / 48 2 Year License 02/25/2015 - 02/25/2017		
Community Based Day Services	1 location(s) 3 audit (s)			Full Review	10 / 10 Certified

Survey scope and findings for Planning and Quality Management

Service Group Type	Sample Size	Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Full Review	6/6 Certified

EXECUTIVE SUMMARY:

The Michael Lisnow Respite Center is a nonprofit agency that provides community based day, residential, and respite supports to individuals with developmental disabilities primarily from Hopkinton and surrounding areas. The agency has four homes in Hopkinton providing 24 hour services to fourteen people. The respite center, also in Hopkinton, serves sixty-five individuals in community based day supports and provides respite to eight individuals on Mondays, seven individuals on Tuesdays, and eight individuals every other weekend at this medically intensive program. The respite center also runs two daycare centers during the week. One program is an integrated model serving medically intensive children. The second program is for the children of staff and other children from the community. The center also provides an integrated after school program for children in the community. For the purpose of this full licensure and certification review, the residential, respite, and community based day support services were surveyed.

The Michael Lisnow Respite Center has demonstrated exceptional services with regards to the quality of life for the individuals served. The extent to which this agency is immersed into the Hopkinton community is unparalleled. The agency showcases adults with developmental disabilities as contributing members of their community expecting respect and ensuring dignity. For example, the agency works with the Hopkinton schools to educate second graders about individuals with disabilities. During the past eighteen years, this agency has educated and provided disability awareness to over six thousand children. Within the organization, the whole atmosphere is that of a family. Individuals' successes are celebrated together. Individuals and staff think outside the box and work together as a team to assist individuals to overcome challenges and realize their dreams, no matter how big. For example, in 2014, after many years of supporting an individual to sing the national anthem at the Pawtucket Red Sox games, his life-long dream of singing the national anthem at the Boston Red Sox game was realized. Many of the agency's creative endeavors were made possible through the successful grant writing and fundraising that occurs.

Organizationally, the input from individuals, family members and staff is a driving force for ongoing agency development. The agency sends out a satisfaction survey to each family on a yearly basis. The results of the past survey indicated ninety-nine percent satisfaction. Also, the staff expressed extreme satisfaction. The staff retention rate is very high and several staff interviewed indicated that this will be their career. The directors and assistant director have an open door policy and they often had individuals in their office talking about their day and lives. In preparation for the ISPs, it was reported that each individual sat down with either the directors or the assistant director to have a discussion regarding their past year and what they would like to do for the upcoming year. It was reported that these conversations include staff performance and program satisfaction. Also, a scrapbook of the year through photos was developed and used to review the past year. Individuals were then encouraged to bring the scrapbook to the ISP to share with family and their Service Coordinators.

Residential and Respite services were creative and evidenced ongoing opportunities for choice. The residential home visited underwent renovations since the last review and was well maintained. The individuals in the home were very independent and were supported to plan and participate in their daily routines to the fullest extent of their individual preferences and abilities. Individuals served at the home were very happy and extremely satisfied with the services they received. Individual choice was evident in all aspects of residential life. For example, individuals are routinely supported to attend any one of six different churches each weekend to ensure each individual is able to worship as they wish. The system for medical oversight in the home is impressive. All medical appointments, follow-up and recommendations were completed in a timely manner. The agency nurse responsible for the residential medications and medical appointments was very knowledgeable and often attended people's appointments to ensure continuity of care. The agency also provides a variety of respite opportunities.

Many of the individuals have been attending the respite for many years, and it is their home away from home. Special attention has been paid to ensuring the individuals have the same roommates and always sleep in the same bed. The first Saturday of the month, the agency hosts a "Saturday Night Out." This program typically includes dinner in the community followed by a community activity such as movies, carnivals, high school sporting events, etc. The agency does provide medication administration during the respite program. The MAP certified staff and the agency nurses do an excellent job overseeing and administering the medications.

CBDS services were found to be extensive and innovative. The location where the CBDS and respite services are provided was very warm and inviting. The agency had unique systems and was diligent toward maximizing staff's time spent with individuals and providing individualized quality services. For example, CBDS program staff developed a Google calendar of all its groups with each participant and where they have chosen to spend their day. This calendar was shared with all staff on their cell phones. The Michael Lisnow Center had recently partnered with the YMCA in Hopkinton to provide individuals with additional recreational activities. The agency itself offers a variety of groups; and, community trips were happening daily. Individuals were well supported to choose the groups they would like to attend during the day. The staff in the CBDS program was impressively knowledgeable with regards to the unique needs of each individual served including medical needs and ISP goals.

While the findings of this review were very favorable, there were a few areas that the agency will need to address. In the area of ISP implementation, the organization should assure tracking and documentation that supports progress and future direction with regards to ISP goals. They should ensure that the goals developed and implemented can be measured so that the progress notes reflect what has been measured. Additionally, the agency should ensure it obtains media consent for specific situations as opposed to broad topics. Each occurrence should have a separate consent to protect the privacy of the individual's served. It was reported that individual satisfaction with staff and programming occurs informally on a frequent and ongoing basis. Additionally, agency staff utilized the pre-ISP interview for documenting individual input. This system of documented feedback could then be formally utilized for staff evaluation and programmatic goals.

In summary, The Michael Lisnow Center continues to provide the individuals it serves with innovative, creative, and exceptionally high quality supports while maximizing independence. During this current evaluation, it was determined that the agency continues to have effective systems for implementing quality programs, monitoring compliance with DDS Licensure and Certification indicators and addressing areas as they are identified. Residentially, the agency received a Two-Year License with 92% of indicators rated "met" and the agency's CBDS program also received a Two-Year License with the rating of 94% of the indicators "met." The agency will conduct its own follow-up for both service groupings and submit its progress in meeting the identified indicators within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Residential and Individual Home Supports	60/66	6/66	
Residential Services Respite Services			
Critical Indicators	8/8	0/8	
Total	65/71	6/71	92%
2 Year License			
# indicators for 60 Day Follow-up		6	

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Employment and Day Supports	40/43	3/43	
Community Based Day Services			
Critical Indicators	7/7	0/7	
Total	45/48	3/48	94%
2 Year License			
# indicators for 60 Day Follow-up		3	

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	While there were quarterly fire drills in place at the home, the asleep drills were not conducted during the asleep timeframe designated by the agency's safety plan. The home must conduct fire drills quarterly, with two fire drills conducted during the designated asleep time.
L8	Emergency fact sheets are current and accurate and available on site.	While the emergency fact sheets were in place for each individual, they sheet must include significant medical information including a list of medications and all significant diagnoses.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	Consent must be obtained for each instance where the agency wishes to use the image of an individual they serve. The consent form must include where the image will be used, and be specific to each media and publication type. The current informed consent forms are too broad, and need to specify where and when the image will be used.
L63	Medication treatment plans are in written format with required components.	While the agency did have medication treatment plans in place, the documents did not include all of the required components. The agency must adjust the treatment plans to include how the behavior is manifested with the particular individual, as well as a plan to fade the medication based on the data collected.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies must be submitted 15 days prior to an ISP meeting.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency needs to develop measurable goals and subsequently document and track the progress made on these goals. The agency should look at its current practices and its existing systems to formalize the tracking and documentation of goals.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Emergency fact sheets were present and current for each individual; however, significant medical information was not included. All relevant medical diagnoses and medications must be included on each emergency fact sheet.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	Consent must be obtained for each instance where the agency wishes to use the image of an individual they serve. The consent form must include where the image will be used, and be specific to each media and publication type. The current informed consent forms are too broad, and need to specify where and when the image will be used.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies must be submitted 15 days prior to an ISP meeting.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated		Met / Rated	Not Met / Rated
Certification - Planning and Quality Management	6/6	0/6	Certification - Planning and Quality Management	6/6	0/6
Residential and Individual Home Supports			Employment and Day Supports		
Residential Services	14/14	0/14	Community Based Day Services	10/10	0/10

Residential Services Commendations on Standards Met:




Indicator #	Indicator	Commendations
C9	Staff (Home Providers) provide opportunities to develop and/or increase personal relationships and social contacts.	The agency is commended for its supports to individuals to develop personal relationships in the community. The agency has partnered with the Hopkinton community to educate the community about developmental disabilities in a way that boasts utmost respect for the individuals. The agency hosts an open mic night at a coffee house, which is attended by 300 community members. The agency has partnered with the emergency professionals in Hopkinton to allow for the best care for the individuals it serves.
C16	Staff (Home Providers) support individuals to explore their interests for cultural, social, recreational and spiritual activities.	The agency is commended for supporting individuals to participate in a wide range of interests. The agency supports individuals to attend a church of their choosing each week; as a result the agency attends church at six different churches on a weekly basis. The individuals are also encouraged to attend the post service social hour. The wide variety of recreational activities is commendable. The individuals are supported to be well immersed in their community.

MASTER SCORE SHEET LICENSURE

Organizational: The Michael Lisnow Respite Center, Inc.


Indicator #	Indicator	Met/Rated	Rating (Met, Not Met, Not Rated)
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	3/3			2/2			5/5	Met
 L2	Abuse/neglect reporting	L	1/1						1/1	Met
L4	Action taken	L	1/1						1/1	Met
L5	Safety Plan	L	1/1			1/1			2/2	Met
 L6	Evacuation	L	1/1			1/1			2/2	Met
L7	Fire Drills	L	0/1						0/1	Not Met (0 %)
L8	Emergency Fact Sheets	I	3/3			0/2			3/5	Not Met (60.0 %)
L9	Safe use of equipment	L	1/1			1/1			2/2	Met
 L11	Required inspections	L	1/1			1/1			2/2	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
Ⓟ L12	Smoke detectors	L	1/1			1/1			2/2	Met
Ⓟ L13	Clean location	L	1/1			1/1			2/2	Met
L14	Site in good repair	L	1/1			1/1			2/2	Met
L15	Hot water	L	1/1			1/1			2/2	Met
L16	Accessibility	L				1/1			1/1	Met
L17	Egress at grade	L	1/1			1/1			2/2	Met
L18	Above grade egress	L	1/1			1/1			2/2	Met
L19	Bedroom location	L				1/1			1/1	Met
L20	Exit doors	L	1/1			1/1			2/2	Met
L21	Safe electrical equipment	L	1/1			1/1			2/2	Met
L22	Clean appliances	L	1/1			1/1			2/2	Met
L23	Egress door locks	L	1/1						1/1	Met
L25	Dangerous substances	L	1/1			1/1			2/2	Met
L26	Walkway safety	L	1/1			1/1			2/2	Met
L28	Flammables	L	1/1			1/1			2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L29	Rubbish /combu stibles	L	1/1			1/1			2/2	Met
L30	Protecti ve railings	L	1/1			1/1			2/2	Met
L31	Commu nication method	I	3/3			2/2			5/5	Met
L32	Verbal & written	I	3/3			2/2			5/5	Met
L33	Physical exam	I	3/3						3/3	Met
L34	Dental exam	I	3/3						3/3	Met
L35	Preventi ve screeni ngs	I	3/3						3/3	Met
L36	Recom mended tests	I	3/3						3/3	Met
L37	Prompt treatme nt	I	3/3						3/3	Met
Ⓟ L38	Physicia n's orders	I	1/1						1/1	Met
L39	Dietary require ments	I	1/1						1/1	Met
L40	Nutrition al food	L	1/1			1/1			2/2	Met
L41	Healthy diet	L	1/1			1/1			2/2	Met
L42	Physical activity	L	1/1						1/1	Met
L43	Health Care Record	I	3/3						3/3	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L44	MAP registration	L				1/1			1/1	Met
L45	Medication storage	L				1/1			1/1	Met
 L46	Med. Administration	I				2/2			2/2	Met
L47	Self medication	I	3/3						3/3	Met
L49	Informed of human rights	I	3/3			2/2			5/5	Met
L50	Respectful Comm.	L	1/1			1/1			2/2	Met
L51	Possessions	I	3/3			2/2			5/5	Met
L52	Phone calls	I	3/3			2/2			5/5	Met
L53	Visitation	I	3/3			2/2			5/5	Met
L54	Privacy	L	1/1			1/1			2/2	Met
L55	Informed consent	I	0/3			0/2			0/5	Not Met (0 %)
L63	Med. treatment plan form	I	0/2						0/2	Not Met (0 %)
L64	Med. treatment plan rev.	I	2/2						2/2	Met
L65	Restraint report submit	L	1/1						1/1	Met
L67	Money mgmt. plan	I	2/2						2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L68	Funds expendi ture	I	2/2						2/2	Met
L69	Expendi ture tracking	I	2/2						2/2	Met
L70	Charge s for care calc.	I	3/3						3/3	Met
L71	Charge s for care appeal	I	3/3						3/3	Met
L77	Unique needs training	I	3/3			2/2			5/5	Met
L80	Sympto ms of illness	L	1/1			1/1			2/2	Met
L81	Medical emerge ncy	L	1/1			1/1			2/2	Met
Ⓟ L82	Medicati on admin.	L				1/1			1/1	Met
L85	Supervi sion	L	1/1			1/1			2/2	Met
L86	Require d assess ments	I	1/1						1/1	Met
L87	Support strategi es	I	0/3						0/3	Not Met (0 %)
L88	Strategi es implem ented	I	2/3						2/3	Not Met (66.67 %)
#Std. Met/# 66 Indicat or									60/66	

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
Total Score									65/71	
									91.55%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I			3/3	3/3	Met
L5	Safety Plan	L			1/1	1/1	Met
Ⓟ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I			0/3	0/3	Not Met (0 %)
L9	Safe use of equipment	L			1/1	1/1	Met
Ⓟ L11	Required inspections	L			1/1	1/1	Met
Ⓟ L12	Smoke detectors	L			1/1	1/1	Met
Ⓟ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Clean appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I			3/3	3/3	Met
L32	Verbal & written	I			3/3	3/3	Met
Ⓟ L38	Physician's orders	I			1/1	1/1	Met
L39	Dietary requirements	I			2/2	2/2	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓟ L46	Med. Administration	I			3/3	3/3	Met
L49	Informed of human rights	I			3/3	3/3	Met
L50	Respectful Comm.	L			1/1	1/1	Met
L51	Possessions	I			3/3	3/3	Met
L52	Phone calls	I			3/3	3/3	Met
L54	Privacy	L			1/1	1/1	Met
L55	Informed consent	I			0/3	0/3	Not Met (0 %)
L77	Unique needs training	I			3/3	3/3	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓟ L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I			3/3	3/3	Met
L87	Support strategies	I			0/3	0/3	Not Met (0 %)
L88	Strategies implemented	I			3/3	3/3	Met
#Std. Met/# 43 Indicator						40/43	
Total Score						45/48	
						93.75%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Community Based Day Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C13	Skills to maximize independence	3/3	Met
C37	Interpersonal skills for work	3/3	Met
C40	Community involvement interest	3/3	Met
C41	Activities participation	3/3	Met
C42	Connection to others	3/3	Met
C43	Maintain & enhance relationship	3/3	Met

Community Based Day Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C44	Job exploration	3/3	Met
C45	Revisit decisions	3/3	Met

Residential Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C20	Emergency back-up plans	1/1	Met